

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code	209005
<015> Study Area Name	U.S. Cellular (Hardy Cellular Telephone Co.)
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Stephanie Cassioppi
<035> Contact Telephone Number: Number of the person identified in data line <030>	630-201-3501
<039> Contact Email Address: Email of the person identified in data line <030>	Stephanie.Cassioppi@USCellular.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting <span style="float: right;">(complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice) <span style="float: right;">(complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice) <span style="float: right;">(attach descriptive document)</span>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice) <span style="float: right;">(attach descriptive document)</span>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband) <span style="float: right;">(attach descriptive document)</span>	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed		
<420> Mobile		
<430> Number of Complaints per 1,000 customers (broadband)		
<440> Fixed		
<450> Mobile		
<500> Service Quality Standards & Consumer Protection Rules Compliance <span style="float: right;">(check to indicate certification)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <input type="text" value="209005WV510"/> <span style="float: right;">(attached descriptive document)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations <span style="float: right;">(check to indicate certification)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <input type="text" value="209005WV610"/> <span style="float: right;">(attached descriptive document)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice) <span style="float: right;">(complete attached worksheet)</span>	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband) <span style="float: right;">(complete attached worksheet)</span>	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates <span style="float: right;">(complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <span style="float: right;">(if yes, complete attached worksheet)</span>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability <span style="float: right;">(check to indicate certification)</span>	<input type="checkbox"/>	<input type="checkbox"/>
<1010> <input type="text" value=""/> <span style="float: right;">(attach descriptive document)</span>	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <span style="float: right;">(if not, check to indicate certification)</span>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110> <span style="float: right;">(complete attached worksheet)</span>	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers <span style="float: right;">(complete attached worksheet)</span>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<3000>	(check to indicate certification)	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>

# REDACTED-FOR PUBLIC INSPECTION

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<b>&lt;010&gt;</b>	<b>Study Area Code</b>	209005
<b>&lt;015&gt;</b>	<b>Study Area Name</b>	U.S. Cellular (Hardy Cellular Telephone Co.)
<b>&lt;020&gt;</b>	<b>Program Year</b>	2014
<b>&lt;030&gt;</b>	<b>Contact Name - Person USAC should contact regarding this data</b>	Stephanie Cassioppi
<b>&lt;035&gt;</b>	<b>Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	630-201-3501
<b>&lt;039&gt;</b>	<b>Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	Stephanie.Cassioppi@USCellular.com
<b>&lt;110&gt;</b>	<b>Has your company received its ETC certification from the FCC?</b>	(yes / no ) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<b>&lt;111&gt;</b>	<b>year plan" filed with the FCC?</b>	(yes / no ) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

**<112>** Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

\_\_\_\_\_  
Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

**<113>** Maps detailing progress towards meeting plan targets  
**<114>** Report how much universal service (USF) support was received  
**<115>** How (USF) was used to improve service quality  
**<116>** How (USF) was used to improve service coverage  
**<117>** How (USF) was used to improve service capacity  
**<118>** Provide an explanation of network improvement targets not met in the prior calendar year.


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**(200) Service Outage Reporting (Voice)**

## Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com

[illegible]

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<b>(700) Price Offerings including Voice Rate Data</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com

<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

[illegible]

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<b>(710) Broadband Price Offerings</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com

[illegible]

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<b>(800) Operating Companies</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<030>	Contact Name - Person USAC should contact regarding this data	Stephanie Cassioppi
<035>	Contact Telephone Number - Number of person identified in data line <030>	630-201-3501
<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com
<810>	Reporting Carrier	U.S. Cellular (Hardy Cellular Telephone Co.)
<811>	Holding Company	United States Cellular Corporation
<812>	Operating Company	Hardy Cellular Telephone Company

[illegible]

# REDACTED-FOR PUBLIC INSPECTION

<b>(900) Tribal Lands Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<030>	Contact Name - Person USAC should contact regarding this data	Stephanie Cassioppi
<035>	Contact Telephone Number - Number of person identified in data line <030>	630-201-3501
<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)

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**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

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<035>	Contact Telephone Number - Number of person identified in data line <030>	630-201-3501
<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐



# REDACTED-FOR PUBLIC INSPECTION

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

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<035>	Contact Telephone Number - Number of person identified in data line <030>	630-201-3501
<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP <http://www.uscellular.com/plans/lifeline/index.html>

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

# REDACTED-FOR PUBLIC INSPECTION

**(2000) Price Cap Carrier Additional Documentation**
**Data Collection Form**
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<035>	Contact Telephone Number - Number of person identified in data line <030>	630-201-3501
<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com

**CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.**

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

☐  
☐
**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

☐  
☐  
☐  
☐
**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

- <2016> Certification Support Used to Build Broadband

☐
**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
- <2021> Interim Progress Community Anchor Institutions

☐  
☐  
☐  
☐

Name of Attached Document Listing Required Information

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REDACTED-FOR PUBLIC INSPECTION

(3000) Rate Of Return Carrier Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	209005
<015>	Study Area Name	U.S. Cellular (Hardy Cellular Telephone Co.)
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

### Progress Report on 5 Year Plan

(3010)	Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3011)	contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		
(3012)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Name of Attached Document Listing Required Information	<input type="checkbox"/> (Yes/No)
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}		<input type="checkbox"/> (Yes/No)
(3014)	If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		<input type="checkbox"/>
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	<input type="checkbox"/> (Yes/No)
(3018)	If the response is no on line 3014, Is your company audited?  If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains :		<input type="checkbox"/>
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input type="checkbox"/>
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input type="checkbox"/>
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	<input type="checkbox"/>

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: U.S. Cellular (Hardy Cellular Telephone Co.)	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 10/09/2013
Printed name of Authorized Officer: John Gockley	
Title or position of Authorized Officer: VP-Legal and Regulatory Affairs	
Telephone number of Authorized Officer: 773-864-3167	
Study Area Code of Reporting Carrier: 209005	Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

<b>Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

<b>Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent:	Date:
Printed name of Authorized Agent or Employee of Agent:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

REDACTED-FOR PUBLIC INSPECTION

**UNITED STATES CELLULAR CORPORATION**

**LINE 210 – OUTAGE REPORTING**

**REDACTED – FOR PUBLIC INSPECTION**

**THIS EXHIBIT IS SUBJECT TO U.S. CELLULAR CORPORATION'S REQUEST FOR  
CONFIDENTIAL TREATMENT AND IS BEING WITHHELD IN ITS ENTIRETY**

REDACTED-FOR PUBLIC INSPECTION

**(200) Service Outage Reporting (Voice)**

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<220>											
<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>

[illegible]



# REDACTED-FOR PUBLIC INSPECTION

## (800) Operating Companies

### Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com
<810>	Reporting Carrier	U.S. Cellular (Hardy Cellular Telephone Co.)
<811>	Holding Company	United States Cellular Corporation
<812>	Operating Company	Hardy Cellular Telephone Company

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	United States Cellular Operating Company of Chicago, LLC	349007	U.S. Cellular®; United States Cellular
	USCOC of Greater Iowa, LLC	349007	U.S. Cellular®; United States Cellular
	USCOC of Greater Missouri, LLC	349007	U.S. Cellular®; United States Cellular
	Cedar Rapids Cellular Telephone, L.P.	359016	U.S. Cellular®; United States Cellular
	USCOC of Greater Iowa, LLC	359016	U.S. Cellular®; United States Cellular
	Dubuque Cellular Telephone, L.P.	359016	U.S. Cellular®; United States Cellular
	Farmers Cellular Telephone Company, Inc.	359016	U.S. Cellular®; United States Cellular
	Iowa RSA No. 9 Limited Partnership	359016	U.S. Cellular®; United States Cellular
	Iowa RSA No. 12 Limited Partnership	359016	U.S. Cellular®; United States Cellular
	USCOC of Greater Iowa, LLC	359016	U.S. Cellular®; United States Cellular
	USCOC Nebraska/Kansas LLC	419012	U.S. Cellular®; United States Cellular
	Bangor Cellular Telephone, L.P.	109002	U.S. Cellular®; United States Cellular
	Maine RSA #1, Inc.	109002	U.S. Cellular®; United States Cellular
	Maine RSA #4, Inc.	109002	U.S. Cellular®; United States Cellular
	USCOC of Greater Missouri, LLC	429007	U.S. Cellular®; United States Cellular
	USCOC of Greater Iowa, LLC	379019	U.S. Cellular®; United States Cellular
	USCOC Nebraska/Kansas LLC	379019	U.S. Cellular®; United States Cellular
	Manchester-Nashua Cellular Telephone, L.P.	129002	U.S. Cellular®; United States Cellular
	NH #1, Rural Cellular, Inc.	129002	U.S. Cellular®; United States Cellular
	USCOC of Greater North Carolina, LLC	239006	U.S. Cellular®; United States Cellular
	Jacksonville Cellular Telephone Company	239006	U.S. Cellular®; United States Cellular
	Wilmington Cellular Telephone Company	239006	U.S. Cellular®; United States Cellular
	USCOC of Greater Oklahoma, LLC	439004	U.S. Cellular®; United States Cellular

# REDACTED-FOR PUBLIC INSPECTION

<b>(800) Operating Companies</b>		FCC Form 481
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	209005
<015>	Study Area Name	U.S. Cellular (Hardy Cellular Telephone Co.)
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Stephanie Cassioppi
<035>	Contact Telephone Number - Number of person identified in data line <030>	630-201-3501
<039>	Contact Email Address - Email Address of person identified in data line <030>	Stephanie.Cassioppi@USCellular.com
<810>	Reporting Carrier	U.S. Cellular (Hardy Cellular Telephone Co.)
<811>	Holding Company	United States Cellular Corporation
<812>	Operating Company	Hardy Cellular Telephone Company

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Texahoma Cellular LP	439004	U.S. Cellular®; United States Cellular
	Oregon RSA #2, Inc.	539002	U.S. Cellular®; United States Cellular
	Gray Butte Joint Venture	539002	U.S. Cellular®; United States Cellular
	United States Cellular Operating Company of Medford	539002	U.S. Cellular®; United States Cellular
	USCOC of Oregon RSA #5, Inc.	539002	U.S. Cellular®; United States Cellular
	United States Cellular Telephone Company (Greater Knoxville), L.P.	299010	U.S. Cellular®; United States Cellular
	United States Cellular Operating Company of Knoxville	299010	U.S. Cellular®; United States Cellular
	Tennessee RSA No. 3 Limited Partnership	299010	U.S. Cellular®; United States Cellular
	USCOC of Virginia RSA #3, Inc.	199004	U.S. Cellular®; United States Cellular
	Yakima MSA Limited Partnership	529001	U.S. Cellular®; United States Cellular
	USCOC of Richland, Inc.	529001	U.S. Cellular®; United States Cellular
	McDaniel Cellular Telephone Company	529001	U.S. Cellular®; United States Cellular
	USCOC of Washington 4, Inc.	529001	U.S. Cellular®; United States Cellular
	Western Sub-RSA Limited Partnership	529001	U.S. Cellular®; United States Cellular
	Oregon RSA #2, Inc.	529001	U.S. Cellular®; United States Cellular
	United States Cellular Operating Company, LLC	339007	U.S. Cellular®; United States Cellular
	USCOC of LaCrosse, LLC	339007	U.S. Cellular®; United States Cellular
	Kenosha Cellular Telephone, L.P.	339007	U.S. Cellular®; United States Cellular
	Madison Cellular Telephone Company	339007	U.S. Cellular®; United States Cellular
	Racine Cellular Telephone Company	339007	U.S. Cellular®; United States Cellular
	PCS Wisconsin LLC	339007	U.S. Cellular®; United States Cellular

**United States Cellular (U.S. Cellular) Unfulfilled Voice Telephony Service Requests Resolution  
FCC Form 481 Line 310**

If a request comes from a customer residing in any area where U.S. Cellular does not provide service, U.S. Cellular follows a series of steps to provide service:

- \* First, it determines whether the customer's equipment can be modified or replaced to provide acceptable service;
- \* Second, it determines whether a roof-mounted antenna or other network equipment can be deployed at the premises to provide service;
- \* Third, it determines whether adjustments at the nearest cell site can be made to provide service;
- \* Fourth, it determines whether there are any other adjustments to network or customer facilities which can be made to provide service;
- \* Fifth, it explores the possibility of offering the resold service of carriers that have facilities available to that location; and
- \* Sixth, U.S. Cellular determines whether an additional cell site, a cell-extender, or repeater can be employed or constructed to provide service, and evaluates the costs and benefits of using scarce high-cost support to serve the number of customers requesting service.

If there is no possibility of providing service short of these measures, U.S. Cellular will notify the customer and notify the Commission as to the number of requests for service that could not be filled in its next annual report filed pursuant to Section 54.313 of the Commission's Rules.

**Line 510 – Compliance with Service Quality Standards and Consumer Protection**

United States Cellular Corporation hereby certifies that it has reviewed its service quality and consumer protection practices, which it follows in connection with its provision of voice and broadband services, and that these practices ensure that United States Cellular Corporation:

- (1) Discloses rates and terms of its voice and broadband services to customers.
- (2) Makes available maps showing where voice and broadband services are generally available.
- (3) Provides contract terms to customers and confirms changes in voice or broadband service.
- (4) Allows a trial period for new voice or broadband service.
- (5) Provides specific disclosures in advertising.
- (6) Separately identifies carrier charges from taxes on billing statements.
- (7) Provides customers the right to terminate voice or broadband service for changes to contract terms.
- (8) Provides ready access to customer service.
- (9) Promptly responds to consumer inquiries and complaints received from government agencies.
- (10) Abides by policies for protection of consumer privacy.
- (11) Provides consumers with free notifications for voice, data and messaging usage, and international roaming.

These service quality and consumer protection practice categories are the same as those included in the CTIA–The Wireless Association<sup>®</sup> (“CTIA”) Consumer Code for Wireless Service (“CTIA Code” or “Code”) as currently in effect.

In connection with its review of its service quality and consumer protection practices, United States Cellular Corporation has gathered various documentation demonstrating that these practices meet or exceed the requirements of Section 54.313(a)(5) of the Commission’s Rules, and the Commission’s orders, in each of the practice categories enumerated above. United States Cellular Corporation will make this documentation available to the Commission upon request.

### **Line 610-Network Functionality in Emergency Situations**

Section 54.313(a)(6) requires ETCs to certify that they are “able to function in emergency situations as set forth in §54.202(a)(2)”<sup>1</sup> in connection with their provision of voice and broadband services. Although the Commission’s Rules do not require an ETC to describe how it is capable of handling emergencies, Section 54.202(a)(2) of the Commission’s Rules requires that each eligible telecommunications carrier (“ETC”) *applicant* must “[d]emonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to re-route traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”<sup>2</sup> Although United States Cellular Corporation is not an applicant, it will rely on Section 54.202(a)(2) to describe its network’s emergency functionality for purposes of Section 54.313(a)(6) as follows:

United States Cellular Corporation has deployed sufficient power generators throughout its network and also has the capability to deploy temporary microwave facilities quickly to the extent necessary for United States Cellular Corporation’s network to remain functional during emergencies. These generators and microwave facilities ensure that (1) a reasonable amount of back-up power is be available to ensure functionality without an external power source; (2) United States Cellular Corporation is be able to reroute voice traffic<sup>3</sup> around damaged facilities; and (3) United States Cellular Corporation is capable of managing spikes in voice traffic resulting from emergency situations.

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<sup>1</sup> 47 C.F.R. § 54.313(a)(6).

<sup>2</sup> 47 C.F.R. § 54.202(a).

<sup>3</sup> Certifications and demonstrations regarding broadband services are not required in carrier’s reports for calendar year 2012.